

Covered California - Public Comment Form
Application Plan Year 2019

Application/Appendix /Attachment	Section	Page Number	Comment	Covered California Response
Application	1.6	9	Please consider adding a statement before the New Applicant Entrants paragraph: If a currently contracted QDP Issuer is planning system or resource changes that will impact 2019 operations, including Open Enrollment, currently contracted QDP Issuer must update the applicable section(s) of the QDP Certification Application.	Information referenced is addressed through the implementation plan a new entrant Applicant is required to submit in 6.2.1.
Application	6.1.2.1 (New Question)	19	Please consider adding a new All issuer question: Does Applicant have operation resources dedicated strictly to the Exchange? (200 words)	Designated operation resources are addressed in Section 2, Administration and Attestation, and Section 6, Operational Capacity. The Exchange does not require dedicated operation resources.
Application	7.15 (new question)	23	Please consider adding a new All issuer question: The Exchange expects all Applicants to promote enrollment and payment option enhancements that improve the enrollee service experience. List any significant enhancements made within the last 12 months and the options the Applicant provides to the consumer for submitting premium.	This will be addressed as part of the work plan for the Consumer Experience Work Group, and will not be addressed through the Certification Application at this time.
Application	8.7 (new question)	25	Please consider adding a new All issuer question: a) What percentage of enrollee applications with and without binder payment are effectuated electronically? b) What is Applicant doing to increase effectuation rates?	Increasing effectuation rates will be addressed as part of the work plan for the Consumer Experience Work Group, and will not be addressed through the Certification Application at this time.

